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**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies**

**FROM: Amy Mendel-Clemens
CARES Call Center
Policy & Systems Communications Section**

**SUBJECT: Food Stamp Change Reporting
Follow-up Letter**

BWP/BIMA OPERATIONS MEMO

No.: 02-59

File: 2899

Date: 02/16/2002

Non W-2 ☒ W-2 ☐ CC ☐

PRIORITY: Medium

CROSS REFERENCE: Food Stamp Handbook Appendices 21.06.00 and 25.13

EFFECTIVE DATE: October 4, 2002

PURPOSE

This Operations Memo:

1. Describes the process for utilizing the Food Stamp (FS) "Change Reporting Reminder Letter".
2. Describes the importance of using the "Reminder Letter" to inform FS customers of changes that must be reported.

BACKGROUND

Due to an increasing number of client-caused errors in FS benefits due to failure to timely report changes, a "Change Reporting Reminder Letter" has been created to remind customers of the changes that must be reported within 10 days. Client-caused errors have been on a continual rise for the past several years. These types of errors accounted for 41% of the FS payment errors for Federal Fiscal Year (FFY) 2000, 49% for FFY 2001, and currently account for 53% in FFY 2002.

The Food Stamp Error Reduction Committee, consisting of state and county staff, has been working on client education projects and the "Reminder Letter" was an outcome from this committee. It is believed that if customers are reminded of the changes that must be reported they will remember to report them when they occur.

POLICY

Even though this process is not mandatory at this time, regular issuance of this letter should help reduce client-caused errors for failure to timely report changes.

Further research will be completed to determine the feasibility of CARES generating this letter automatically.

PROCEDURE

Access this letter through CNSL by selecting the "FS REPORTING REQR FOR NEW APPL" or using NACR in the parms. It must be manually requested and sent by the eligibility worker. A best practice for use of this letter is to send it to the FS customer 30 days after a new application or review is confirmed. To create a reminder, an ACEC alert must be built at the time the FS approval is processed.

ATTACHMENT

- Sample FS Reporting Requirements For New Appl Letter

CONTACTS

BIMA CARES Information & Problem Resolution Center

Email: carpolcc@dwd.state.wi.us
Telephone: (608) 261-6317 (Option #1)
Fax: (608) 266-8358

Note: Email contacts are preferred. Thank you.

FS REPORTING REQR FOR NEW APPL

****IMPORTANT NOTICE FOR FOOD STAMP RECIPIENTS****

The State of Wisconsin would like to welcome you to the Food Stamp Program. Food stamps are meant to help low income households buy the food they need to improve nutrition and health. It is very important for everyone to receive proper nutrition.

We are sending this notice as a friendly reminder that you are required by law to report all changes within 10 days of the change. These changes are:

Earned Income –

- Any job starting or ending
- Any change in rate of pay
- Change in full-time or part-time employment status

Unearned Income -

- Change of more than \$100 in Child Support
- Change of more than \$25 in any other unearned income (for example: Unemployment Insurance, Veterans Benefits, W2, tribal per capita payments)

Household Composition -

- Anyone moving into or out of your home, including newborns

Housing –

- If you move, any change in address, rent, mortgage, or utilities

Resources -

- Change in cash or savings to more than \$2,000
(\$3,000 if there is an elderly or disabled person in the household)

**** Remember ****

Reporting a change is only a phone call away and it's the law!
(7CFR273.12)